

Easterling, Deborah

From: MaxineBass [maxinebass@windstream.net]
Sent: Monday, September 05, 2011 2:20 PM
To: Contact
Cc: lisa.boyte@boydmanagement.com
Subject: Fw: Carolina Water- Utilities inc.

Please add two email messages below from lisa.boyte@boydmanagement.com to your complaints regarding Carolina Water Service. Lisa is a resident of Lands End in Lexington, SC and will be unable to attend the PSC hearing on Sept. 7th. Thank you.

Maxine Bass, LE resident

----- Original Message -----

From: jklugh@aol.com
To: maxinebass@windstream.net ; cfort@mcnair.net ; dcf719@gmail.com ; aquatrone@aec-sc.com
Cc: lisa.boyte@boydmanagement.com
Sent: Sunday, September 04, 2011 4:04 PM
Subject: Fwd: Carolina Water- Utilities inc.

Can y'all help Lisa with this?

Thanks,

Gene

-----Original Message-----

From: Lisa G. Boyte <Lisa.Boyte@boydmanagement.com>
To: jklugh <jklugh@aol.com>
Sent: Sun, Sep 4, 2011 11:25 am
Subject: RE: Carolina Water- Utilities inc.

Hi Gene.

Thank you for your response. I will be unable to attend the public hearing next Thursday, as I will be out of town on vacation. However, I would very much appreciate it if someone on the committee could perhaps speak on my behalf. Also, I wanted to emphasize that, although there were months when I did NOT receive a bill, this was not the case when my service was disconnected in February. The bill was received, paid well in advance and cleared my bank; yet my service was still disconnected for "non-payment."

This, along with all the other examples of poor service and billing mishaps, makes me think that surely a substantial rate increase would never be approved.

Thank you for passing this along.

Lisa G. Boyte
Director of Compliance
(803) 419-6550 phone
(803) 419-6581 fax
lisa.boyte@boydmanagement.com

From: jklugh@aol.com [<mailto:jklugh@aol.com>]
Sent: Thursday, September 01, 2011 6:04 PM
To: Lisa G. Boyte
Subject: Re: Carolina Water- Utilities inc.

Lisa,

Thank you for your letter and the information. I am forwarding it to the committee that is representing Lands End. I am sure that they will find it useful.

Gene

-----Original Message-----

From: Lisa G. Boyte <Lisa.Boyte@boydmanagement.com>

To: jklugh <ijklugh@aol.com>

Sent: Thu, Sep 1, 2011 4:14 pm

Subject: Carolina Water- Utilities inc.

Dear Mr. Klugh.

I have been renting 22 Low Hill Lane for over 3 years now. I saw in the August *Lands End News* that a committee has been formed to gather information regarding the level of service of Carolina Water. Please pass along the attached copies of letters of complaint I wrote as a result of poor service. As you can see, my power was "mistakenly" turned off this past winter. The ORS did respond to my complaint, saying that their investigation showed that the Carolina Water employee accidentally turned off my power, when it should have been my neighbor at 21 Low Hill Lane. I cannot locate a copy of that response, but would be happy to request one from the Agency should the committee need it. Personally, I do not see how this mistake could have been made, as the condos are very clearly numbered. I would hope that Carolina Water would concentrate on improving their level of service, rather than raising their fees.

I hope that this information will be of assistance to the committee. Please don't hesitate to contact me if there are any questions.

Thank you!

Lisa G. Boyte
Director of Compliance
(803) 419-6550 office
(803) 419-6581 fax
(803) 318-1159 (cell/home)
lisa.boyte@boydmanagement.com

Easterling, Deborah

From: MaxineBass [maxinebass@windstream.net]
Sent: Monday, September 05, 2011 3:49 PM
To: Contact
Subject: Fw: Carolina Water- Utilities inc.
Attachments: Utility Inc.pdf

Letters from Lisa G. Boyte, resident of Lands End, Lexington regarding Carolina Water Service, Please add these issues for the PSC hearing on 9/7/11. Thank you.

----- Original Message -----

From: Lisa G. Boyte
To: MaxineBass
Sent: Monday, September 05, 2011 2:53 PM
Subject: Fwd: Carolina Water- Utilities inc.

Hi Maxine. Thank you for forwarding my emails to the PWS. Here are the letters that I wrote to the ORS back in 2008 and again in February of this year. These may be more helpful in giving the details of my concerns. I am out of town on vacation this week, but am hoping that there will be a good turn out at the public hearing. Thank you,

Lisa G. Boyte
Director of Compliance
(803) 419-6550 phone
(803) 419-6581 fax
Lisa.boyte@boydmanagement.com

Sent from my iPhone

Begin forwarded message:

From: "Lisa G. Boyte" <Lisa.Boyte@boydmanagement.com>
To: "jklugh@aol.com" <jklugh@aol.com>
Subject: Carolina Water- Utilities inc.

Dear Mr. Klugh.

I have been renting 22 Low Hill Lane for over 3 years now. I saw in the August Lands End News that a committee has been formed to gather information regarding the level of service of Carolina Water. Please pass along the attached copies of letters of complaint I wrote as a result of poor service. As you can see, my power was "mistakenly" turned off this past winter. The ORS did respond to my complaint, saying that their investigation showed that the Carolina Water employee accidentally turned off my power, when it should have been my neighbor at 21 Low Hill Lane. I cannot locate a copy of that response, but would be happy to request one from the Agency should the committee need it. Personally, I do not see how this mistake could have been made, as the condos are very clearly numbered. I would hope that Carolina Water would concentrate on improving their level of service, rather than raising their fees.

I hope that this information will be of assistance to the committee. Please don't hesitate to contact me if there are any questions.

Thank you!

Lisa G. Boyte

Director of Compliance

(803) 419-6550 office

(803) 419-6581 fax

(803) 318-1159 (cell/home)

lisa.boyte@boydmanagement.com <<mailto:lisa.boyte@boydmanagement.com>>

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Lisa G. Boyte
Director of Compliance
(803) 419-6550 phone
(803) 419-6581 fax
Lisa.boyte@boydmanagement.com

Sent from my iPhone

Begin forwarded message:

> From: "Lisa G. Boyte" <Lisa.Boyte@boydmanagement.com>
> To: "jklugh@aol.com" <jklugh@aol.com>
> Subject: Carolina Water- Utilities inc.
>

> Dear Mr. Klugh.

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> Thank you!

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> Lisa G. Boyte

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> Director of Compliance

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> (803) 419-6550 office

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> (803) 419-6581 fax

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> (803) 318-1159 (cell/home)

>

> lisa.boyte@boydmanagement.com <<mailto:lisa.boyte@boydmanagement.com>>

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Lisa G. Boyte
22 Low Hill Lane
Lexington, SC 29072
(803) 318-1159

February 24, 2011

Office of Regulatory Staff
Consumer Services Division
1401 Main Street, Suite 900
Columbia, SC 29201

RE: Carolina Water Services Inc. of SC, My account:

Dear Sir:

Please be advised that Carolina Water Services Inc of SC (Utilities Inc) mistakenly disconnected my water service on Monday, February 21, 2011.

I did not discover that I had no water until about 11:30 p.m. when I tried to brush my teeth. I called the number on my bill, and was told that somebody would come out and check on it. I received a call about midnight from someone named David, who said he lived in Saluda and it would take him an hour and a half to get to my residence. I told him it was too late to come out, and I would try to find somewhere else to spend the night.

I had to drive to Irmo at 1:00 a.m. to stay with a friend of mine, since I had to get up at 6 a.m. to shower for work. Needless to say, this was a huge inconvenience to both me and my friend.

When leaving my residence that night, I saw a notice in the street that the wind had apparently blown off of my doorknob. It said that Utilities, Inc. had disconnected my water due to non-payment. I was beyond furious, as my account was paid in full and in good standing.

The next day (2/23/11), I called Carolina Water Services and was told that it was their error because the disconnect was intended for another home and they mistakenly turned off my water. They then reconnected it at no charge on Wednesday, 2/23/11.

This letter is to inform you of the continuing bad service and lack of competence from this Company. It is no secret that they have had more than their share of billing/disconnect errors over the past few years.

In September of 2008, I sent the enclosed letter to the Carolina Water Services and to the ORS due to what was obviously a gross billing error for my water. I was billed 112 days of water, at an average daily use of 142 gallons. I knew this could not possibly be correct, for reasons outlined in my letter (copy attached). It is interesting to note that my average daily use for year 2010 was only 65 gallons, and I have had no change in lifestyle or family composition. This is further evidence that I was indeed overcharged for the period in question.

Sincerely,


Lisa G. Boyte

Attachment

cc: Carolina Water Services of SC

Lisa G. Boyte
22 Low Hill Lane
Lexington, SC 29072
(803) 318-1159

Carolina Water Services Inc of SC
P.O. Box 4509
West Columbia, SC 29171-4509

September 28, 2008

REF: Account :
Payment Under Protest

Dear Sir:

Please accept the enclosed check # 860 in the amount of \$291.71 as payment on the above-referenced account.

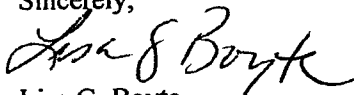
As stated in previous e-mail correspondences to your company, as well as telephone conversations with Candace of your office, I believe that I have been grossly overcharged for my water usage.

The "Average Daily Use" is listed as 142 gallons. How can this be? I live alone in a small condo, with no family members or guests and I have no lawn to water. I work 10 -12 hours a day and oftentimes I don't even get home until after 10 o'clock. I do not wash my car at my condo, and I might use the dishwasher and clothes washer 3 times a month at most.

At my previous residence, there was a huge lawn which we watered for 40 minutes per zone, every other day. Also, there was more than one person in the household, including frequent guests. The average daily usage was still less than 142 gallons. This was with the City of Columbia.

The meter was re-read and checked for leaks on 9/18/08, but I was told there were no problems. Still, I find it difficult to believe that I have averaged 142 gallons of water per day over the 112-day billing period. In fact, I know that is impossible.

Sincerely,



Lisa G. Boyte

encls: ck# 860

cc: Office of Regulatory Staff
Consumer Services Division
P.O. Box 11263
Columbia, SC 29211

file